

GOVERNMENT OF TELANGANA
A B S T R A C T

Consumer Affairs – Consumer Protection act, 2019 – Constitution of
District Consumer Protection Councils in Districts – Orders - Issued.

CONSUMER AFFAIRS, FOOD & CIVIL SUPPLIES (CS.I.RC) DEPARTMENT.

G.O.Ms.No. 3

Dated: 11-01-2022.
Read the following:

1. G.O.Ms.No.6, CAF & CS (CS.I .RC)Dept , dt.2.9.2014
2. Consumer Protection Act,2019 (35 of 2019)
3. From the Commissioner of Civil Supplies, Ref
No.CA/2037/2020, dt.20.11.2020 & dt.17.4.2021.

ORDER:

As per the provisions in Chapter 2 section 8 of the Consumer Protection Act,2019, State Government shall establish a District Consumer Protection Council also known as District Council for the district by issue of notification, with effect from such date as it may specify in such notification. Therefore, the Commissioner of Civil Supplies in the proposals 3rd read above he has requested to the Government for issue orders afresh constituting the District Consumer Protection Councils (DCPC) in the districts as per the sections 8 and 9 of the Consumer Protection Act,2019, duly consisting the members and terms of references mentioned therein since Consumer Protection Act, 1986 was repealed.

2. After careful examination of the matter and as per provisions under sections 8 and 9 of the Consumer Protection Act,2019 , in supersession of the Go 1st read above, Government hereby order for Constitution of the District Consumer Protection Council(DCPC) with the following official members in all districts under the Chairmanship of district Collector:

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| 1. District Collector | : Chairman |
| 2. Additional Collector | : Member/Vice Chairman |
| 3. Regional Transport Officer | : Member |
| 4. District Medical & Health Officer | : Member |
| 5. Asst. Controller /Dist. Inspector, Legal Metrology | : Member |
| 6. Food Inspector, Dept. of Preventive medicine | : Member |
| 7. Regional Manager/District Manager, TSSRTC | : Member |
| 8. Superintending Engineer, Power Distribution Corpn. | : Member |
| 9. Executive Engineer, Rural Water Supplies | : Member |
| 10. Dy. Commissioner, Commercial Taxes Concerned | : Member |
| 11. Commissioner of the Municipality/Corporation | : Member |
| 12. District Supply Officer | : Member-Convener |

3. There shall be ten (10) non-official members to be nominated in each district. Till the non-official members are nominated for each district, the Chairman may invite active Consumer Voluntary Organizations and Non-Governmental Organizations as special invitees to participate in the meetings.

(P.T.O)

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4. The District Consumer Protection Council shall be an advisory council and work for promotion and protection of consumer rights within the District under Consumer Protection Act, 2019 as mentioned below.

- (i)** The right to be protected against the marketing of goods, products or services which are hazardous to life and property;
- (ii)** The right to be informed about the quality, quantity, potency, purity, standard and price of goods, products or services, as the case may be, so as to protect the consumer against unfair trade practices;
- (iii)** The right to be assured, wherever possible, access to a variety of goods, products or services at competitive prices;
- (iv)** The right to be heard and to be assured that consumer's interests will receive due consideration at appropriate fora;
- (v)** The right to seek redressal against unfair trade practices or restrictive trade practices or unscrupulous exploitation of consumers; and
- (vi)** The right to consumer awareness

5. The discussion during the meetings of District Consumer Protection Council should be focused on the consumer subjects to protect them like:-

- (a)** Delivery of goods at correct weights and measures duly stamped by the concerned Department;
- (b)** Quality of food grains/edible oils being sold;
- (c)** Sufficiency of public transport, charges levied, stopping at the specified stages and also on request;
- (d)** Services provided by Telecom Departments/Organizations including settlement of bills, fault repairs and shifting of phones on request;
- (e)** Issue of bills by traders/service providers to all the consumers;
- (f)** Satisfactory services by Municipality with reference to sanitation, maintenance of roads and supply of safe drinking water;
- (g)** Timely recording of meter readings, giving correct bills and redressal of complaints in respect of Power Distribution Companies;
- (h)** Redressal of public grievances by the public utilities etc.

6. The District Consumer Protection Council shall meet as and when necessary but not less than two meetings shall be held every year.

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7. The District Consumer Protection Council shall also meet at such time and place within the district as the Chairman may think fit and shall observe such procedure in regard to the transaction of its business as may be prescribed by the Government or till such time adopted by the Chairman.

8. The Member Convener shall send the minutes of the meetings conducted to the Government and initiate follow up action on the resolution of the District Consumer Protection Council.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF TELANGANA)

**V. ANIL KUMAR
EX-OFFICIO SECRETARY TO GOVERNMENT**

To

The Commissioner of Civil Supplies & Ex.Officio, Secretary to Govt.,
Consumer Affairs, Food & Civil Supplies Department.

The Registrar, Telangana State,

Consumer Disputes Redressal Commission, Hyderabad.

The Controller, Legal Metrology, Telangana State, Hyderabad.

All Collectors and District Magistrates in the State.

All Joint Collectors.

All District Civil Supply Officers in Telangana State.

The State Transport Authority, Hyderabad.

The Director of Medical & Health Services, Hyderabad.

The Director, Institute of Preventive Medicine, T.S, Hyderabad.

The Managing Director, TSRTC, Hyderabad.

The Power Distribution Company, Hyderabad.

The Commissioner of Agriculture, T.S, Hyderabad.

The Commissioner of Commercial Taxes, T.S, Hyderabad.

All the Municipal Commissioners/Municipal Corporations.

The Spl. Secretary to CM.

The PS to the Minister (Fin & CS)

Stock file / Spare.

// FORWARDED BY ORDER //

SECTION OFFICER